



Quality and Accountability Specialist (Managed Care Specialist 3)

TENNCARE OVERVIEW

TennCare is Tennessee's managed care Medicaid program that provides health insurance coverage to certain groups of low-income individuals such as pregnant women, children, caretaker relatives of young children, older adults, and adults with physical disabilities. TennCare provides coverage for approximately 1.3 million Tennesseans and operates with an annual budget of approximately \$12 billion. It is run by the Division of TennCare with oversight and some funding from the Centers for Medicare and Medicaid Services (CMS).

WHY WORK AT TENNCARE?

TennCare's mission is to improve the lives of Tennesseans by providing high-quality cost-effective care. To fulfill that purpose, we equip each employee for active participation and empower teams to communicate and work collaboratively to improve organizational processes in order to make a difference in the lives of our members. Because of the positive impact TennCare has on the lives of the most vulnerable Tennesseans, TennCare employees report that their work provides them with a sense of meaning, purpose, and accomplishment. TennCare leadership understands that employees are our most valuable resource and ensures professional and leadership development are a priority for the agency.

JOB AND DEPARTMENTAL OVERVIEW

Long-Term Services and Supports (LTSS) is one of the largest units within TennCare with a team of highly capable staff who are committed to leading the ongoing development and operation of an innovative, sustainable, person-driven long-term services and supports (LTSS) system in which older adults and people with disabilities and/or chronic conditions have choice, control and access to a full array of high quality services and supports that assure optimal outcomes, including independence, health and quality of life.

RESPONSIBILITIES

- Project coordination including tracking progress and completion of project deliverables.
- Develop content for documents, materials and presentations used for a variety of purposes and audiences.
- Provide technical assistance to stakeholders and partners.
- Contribute to the development and implementation of compliance and quality monitoring tools.
- Perform analysis on complex data sets and report findings in a manner that leads to actionable steps.
- Build and manage tool development (i.e. surveys, forms).

Expires – November 20, 2019 job posting will be removed

- Identify quality metrics and methodology for identifying, retrieving, consolidating and analyzing key data for quarterly reporting purposes.

MINIMUM QUALIFICATIONS

- Bachelor's degree in relevant field or equivalent experience
- Proficient in the use of Word, Excel
- Excellent verbal and written communication skills, able to communicate in a clear, concise, logical and understandable manner
- Comfortable interacting with people at all levels of an organization
- Skilled in professional interactions around potentially conflict-filled issues
- Skilled in critical thinking, providing input for system improvement (quality and efficiency)
- Demonstrated ability to see projects through to completion with minimal oversight, problem solve in unanticipated situations, manage multiple tasks simultaneously, and adhere to priorities set by supervisor as well as being able to re-prioritize tasks as needed

DESIRABLE QUALIFICATIONS

- Advanced data skills, familiarity with Tableau, Access, etc.
- Familiarity with incident management
- Knowledge of CHOICES and ECF CHOICES programs, HCBS Settings Rule.
- Understanding of and embraces the following values: dignity of choice, person centered practices and self-determination.

JOB LOCATION: Nashville, Tennessee

HOW TO APPLY: Qualified candidates should send their resumes along with a cover letter to Sarah Harvey at sarah.harvey@tn.gov by November 20, 2019.

Position Status: Executive Service

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.